

COURT SERVICES REPRESENTATIVE

DISTINGUISHING FEATURES

The fundamental reason the Court Interpreter position exists is to provide a wide variety of specialized clerical duties within an assigned team involved in accurately processing, recording, and verifying documents. Demonstrates skill in providing superior customer service directly to the public regarding court related information. Work is performed under general supervision of the Court Supervisor.

ESSENTIAL FUNCTIONS:

Schedules and amends the court docket, coordinates court dates and issues notice of appearance and minute orders. Sets arraignment and plea dates, prepares and issues summons for court appearances verifying quality of work product; issues warrants for arrest with a high degree of accuracy.

Submits complete Court records of appeals to Superior Court in a timely manner. Processes and prepares complete records for court sessions. Performs a variety of clerical functions within an assigned team and helps other team members accomplish completion of work assignments.

Accurately records information during Court proceedings, noting any court action on various documents, while simultaneously providing quality service and information to persons appearing in the courtroom.

Communicates orally with defendants to inform them of options, fines, and the effects of decisions, consistently demonstrating respect for each individual served. Listens and communicates effectively with all those encountered in the course of work, whether internally or externally. Establishes and maintains open communication with all staff.

Interacts tactfully and courteously with often irate public and/or defendants. Seeks out innovative means to deliver better and most efficient service to all customers, exhibiting a soothing and friendly demeanor. Follows instructions to understand procedures and accesses computerized information; touch types; operate a cash register.

Manually inputs court records in the computer system; updates files and records; edits and corrects computer print-outs; maintains permanent records according to legal retention policies; provides input for streamlining or improving existing data entry processes or procedures.

Attendance and punctuality are essential functions to this position.

Supports other staff members and is a team player by helping other personnel accomplish goals.

Provides superior customer service for both internal and external customers.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

Retrieving (via modem link-up) and interpreting a credit report; general court policies and procedures

Court-oriented computerized data systems including procedures for entry and retrieval of information, applicable codes, and methods of error correction

Procedures and rules for notifying the Arizona Motor Vehicle Department of suspended driving privileges; and courtroom practices, procedures, operation, maintenance of case records, and processes for sentencing and violations.

Ability to:

Understand court procedures and processes to ensure accurate information is provided to the public;

Interpret City policies, procedures, and regulations

Interact with people who are confused, angry, and/or openly hostile to ensure clarification of court procedures and related legal requirements

Maintain order and decorum in the courtroom

Establish and maintain effective working relationships with defense attorneys, City Prosecutors, City Magistrates, management, and coworkers.

Education & Experience

Requires any combination of training, education and experience equivalent to graduation from high school or GED, and one year recent experience as a cashier, teller or closely related public contact work. Experience in a court environment is preferred.

FLSA Status: Non-exempt

HR Ordinance: Classified